

Leveraging School Partnerships and Data to Improve SBHC Utilization

Susanna Lesperance-Banks and Nesauly Torres

Office of School Health, NYC Department of Health & Mental Hygiene

Disclosures

- Presenters have no conflicts to disclose.
- The programs described in this presentation were funded by the JPB Foundation and the City of New York.

Today's Objective

- Participants will assess the feasibility and effectiveness of different strategies to increase SBHC utilization and determine which they can implement in their own SBHC program.

Agenda

- SBHCs in NYC
- School Collaboration
- Student Engagement
- Targeted Outreach & Recall
- What's Next?

School-Based Health Centers in NYC

140 SBHCs

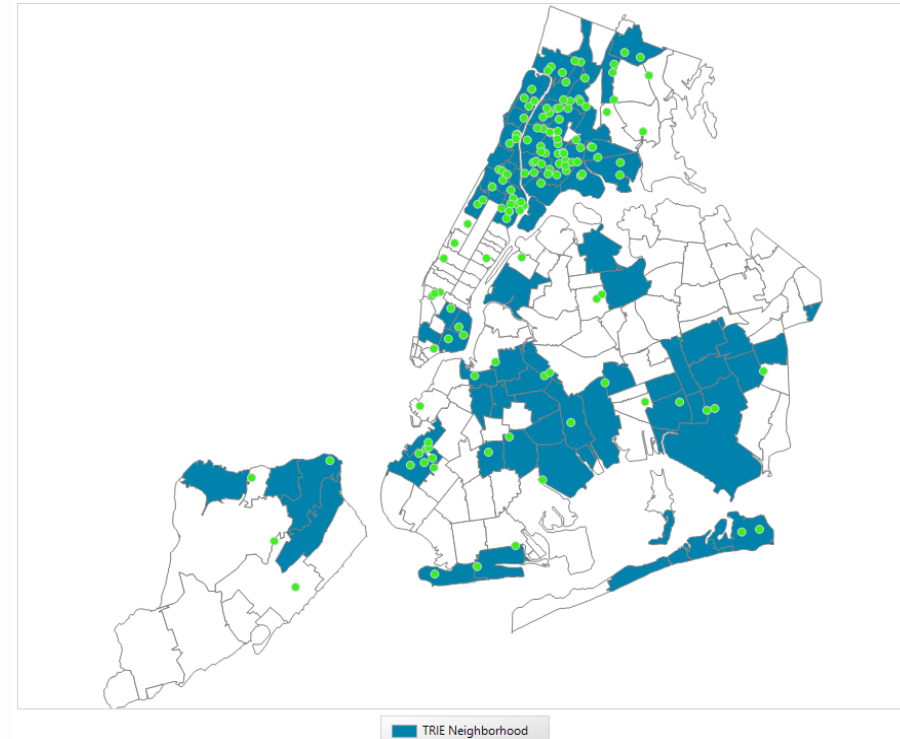
- Operated by 18 Sponsoring Organizations

150,000 Students Served

- Primarily High School Students

Services Available:

- Physical exams
- Immunizations
- Mental Health services
- Age-appropriate sexual and reproductive health services
- Health Education
- Dental Care (at select sites)



Areas with blue shading denote communities prioritized by the NYC Taskforce on Racial Inclusion & Equity (TRIE) due to high burdens of COVID-19 and other health and socioeconomic disparities. Green dots represent school-based health center locations.

NYC Office of School Health



- Oversees all School-Based Health Centers, as well as School Nurses and other school-based health services
- The School-Based Health Center Program is responsible for programmatic oversight of all SBHCs in NYC, including providing training, technical assistance and grants to SBHC sponsors

Sexual & Reproductive Health Services

- Private foundation funding has enabled OSH to support the implementation of comprehensive sexual and reproductive health services in SBHCs serving adolescents
- Provision of contraception in NYC SBHCs accounted for 28% of the overall citywide decline in teen pregnancies between 2008 and 2015¹
- NYC Youth Risk Behavior Survey² found that sexually active high school students with a school-based health center are significantly more likely to:
 - Use an effective method of contraception (30.0% vs. 17.8%, among females)
 - Have been tested for STIs within the last year (37.4% vs. 26.6%)
 - Have ever been tested for HIV (40.9% vs. 27.9%)

¹ Fisher R, Danza P, McCarthy J, Tiezzi L. Provision of Contraception in New York City School-Based Health Centers: Impact on Teenage Pregnancy and Avoided Costs, 2008-2017. *Perspect Sex Reprod Health*. 2019 Dec;51(4):201-209. doi: 10.1363/psrh.12126.

² Combined analysis of data from 2019 and 2021.

Shout Out to Our Team!!

- Maggie Matanzo, Director – SBHC Technical Assistance & Operations
 - Jad Gedeon, Senior Program Manager
 - Peter Lopez, Senior Program Manager
 - Arlene Mejia-Juan, Program Manager
 - Kathryn Louissaint, Program Manager
 - Anthony Thompson, Outreach Coordinator
 - Lexie Martocci, Outreach Coordinator
- Kate Collier, Director – Data & Evaluation
 - Jodi Bailey, Quality & Performance Improvement
 - Mike Kim, Senior Analytics Manager



School Collaboration

Building Relationships with Schools

Effective partnerships require a strong, collaborative relationship:

- ❑ Get to know your school Principal & leadership team
- ❑ Attend regular school leadership meetings
- ❑ Identify School Champions to be your liaison for student & parent engagement
- ❑ Attend school meetings & events - integrate the SBHC into the fabric of the school!
- ❑ Use the SBHC & Principal Collaborative Protocols to identify shared workflows and emergency protocols



SBHC & School Principals' Collaborative Protocol

School Year: 2023-2024

School-Based Health Center & School Principal Collaborative Protocols		
<i>(Discussed and completed in a joint meeting in Fall and updated annually with each Principal on Campus)</i>		
School: [Enter Name]	School Principal: [Enter Name]	Date: [Date Completed]

Collaborative Protocols Meeting Participants: *[Enter Names]*

SECTION ONE

A) DAILY OPERATIONS COLLABORATION:

Collaboration and Facilitation	SBHC should contact the following School Personnel (Phone #)
Designated Liaison to the School Health Center? <i>(School Leadership)</i>	Contact:
Where will parents submit completed SBHC consent forms? <i>(School Secretary, SBHC Mailbox, Parent Coordinator?) SBHC will pick up daily from designee.</i>	Contact:
Process for providing students with a pass to the SBHC	Contact:
Access to the student class schedules	Contact:
Distribution of daily student appointment reminders	Contact:
Assistance in recalling students who miss important appointments	Contact:
Designated staff who handle student immunization needs	Contact:
Access to parent contact information and medical insurance information	Contact:
Process for Mental Health Referrals to the SBHC Clinician	Contacts:
Dates of Principal Council Meetings and Safety / BRT Meetings <i>(SBHC Manager/Designee need to be invited and be present at meetings)</i>	Council Dates and Periods : Safety Dates and Periods:
Dates of Guidance/ Student Support (PPT) Committee Meetings	Meeting Dates :
Who is contact for the School Crisis Team and when do they have meetings?	Contacts: Meeting Dates:
Name of Parent Coordinator and dates of scheduled Parent Meetings. <i>(SBHC teams should be invited to Parent Meetings/Events)</i>	Contacts: Meeting Dates:
Designated 504 coordinator and their role in follow-up and parent communication. <i>(Completed MAF/DMAF forms need to be provided to medical provider)</i>	Contact: Role with Parents:
Notification when a sick student needs to be sent home	Contact:

SBHC & School Principals' Collaborative Protocol

School Year: 2023-2024

Collaboration and Facilitation	SBHC should contact the following School Personnel (Phone #)
Distribution of Faculty Letters/Flyers on SBHC services. Dates of faculty professional development days. <i>(SBHCs should be invited to present on SBHC services/updates or a desired health topic)</i>	Contact: Meeting Dates:
Name of Campus Custodial Engineer primarily for Evenings/Weekends. <i>(SBHC needs to be aware of power outages that affect SBHC refrigeration system and vaccine temperatures.)</i>	Contact (s) : SBHC Manager to be contacted if power outage occurs : <u>SBHC Contact Name</u> :
Provide School Safety Plan to the SBHC in the Fall Semester	Contacts:
Community Based Organizations (CBO) that exist on Campus and contacts for each CBO.	CBO Names: Contacts:
If Applicable, Name of Contact for LYFE program and YABC program	LYFE Contact: YABC Contact:

B) STUDENT ENROLLMENT COLLABORATION:

Collaboration and Facilitation	SBHC should contact the following School Personnel (Phone #)
Inclusion of the Parental SBHC Consent form with school registration documents	Contact:
Placing SBHC information and the Parent Consent Form on the School Website <i>(location needs to be easily visible to parents/guardians)</i>	Contact:
Distribution of the SBHC Consent Form to Parents including emails, robo call announcements, and other messages about SBHC consent and services.	Contacts:
Approval to post SBHC Marketing Materials (Posters/Flyers) throughout school campus	Contact:
Conducting tabling events in the cafeteria or at main entrance to market SBHC services to students.	Contacts
Conducting classroom or advisory groups presentations (15 minutes) to inform students about SBHC services (SBHC engagement chats) <i>(Specify if different person per grade level)</i>	Contacts:
Other School Events:	Contact:

SBHC & School Principals' Collaborative Protocol

School Year: 2023-2024

SECTION TWO

EMERGENCY PROCEDURES: SBHC & School Leadership communications on emergency situations

Emergency or Urgent Issues	Assigned School Contact Person(s)	Notification Process/Other Notes
First Aid and Emergency Care: The SBHC Medical Practitioner will provide first aid and emergency care services to ALL STUDENTS on campus whether they are enrolled or not enrolled the SBHC, as per the NYCDOE MOU.		
List staff trained to administer the following during an emergency: EpiPen administration and CPR administration <i>(as per chancellor regulations)</i>	EpiPen: CPR:	List AED locations in the school: <input type="text"/>
Notification of a 911 Medical or Psychiatric Emergency needing ER transportation and school designated escort to accompany student.	Contact(s): Designated escort:	
Notification of post-dismissal Medical or Psychiatric emergencies.	Contact:	
Notification of suicidal behaviors (serious ideations, plans, attempts, etc.)	Contact:	
Notification of an ACS report made by the SBHC ? <i>(SBHC personnel will provide OSH Principal form to designee)</i>	Principal : Designated Contact :	
Notification of a Police Report made in a student-related incident?	Contact:	
Notification of inappropriate or harmful behavior by a teacher/school staff toward a student	Contact:	
Notification of student-to-student bullying, harassment, and/or assaults	Contact:	
Notification of campus safety concerns: planned violence/threats, selling drugs, carrying weapons, etc.	Contact:	
Notification of imminent danger in the SBHC	Security Contact:	

Protocols Completed by:

School Principal/Designee Signature : _____ SBHC Program Manager Signature : _____

Connecting SBHC Initiatives with School Priorities

- Identify shared priorities between the school and SBHC
 - School-Mandated Vaccines to ensure immunization compliance
 - Completed CPEs for newly admitted students, sports physicals and working papers
 - Providing behavioral health screens and onsite MH treatment
- Offer presentations to school staff during faculty meetings or professional development days, covering SBHC services, health trends, SBHC projects or relevant child/adolescent health topics
- Partner with Health Teachers and Guidance Counselors to ensure students are being referred to the SBHC as needed

Faculty Letter

The Faculty Letter is used to inform school staff of SBHC services and enlist their help to encourage students to use the services.

Ideally these letters should go out to all staff at the beginning of the school year so they know about the services you offer and can refer their students.

School HEALTH CENTER Services

Dear Faculty,

Our School Based Health Center (SBHC) needs your help with increasing student engagement at the SBHC. Our team at the health center is dedicated to providing comprehensive adolescent health care services to students. SBHC services include the following:

- Medical Care & Treatment
- Physical Exams for Sports & Work
- Vaccines
- Mental Health Counseling
- Confidential Reproductive Healthcare
- And more!

A parent/guardian consent is needed to access the full range of SBHC services; students 18 and over can sign on their own behalf. Students who are not enrolled are still able to receive first aid and urgent care, confidential reproductive healthcare, urgent mental health support, and vaccines.

Please remind students that we have a school based health center where they can receive comprehensive health care services. These services are exclusively available to students at no cost, regardless of insurance.

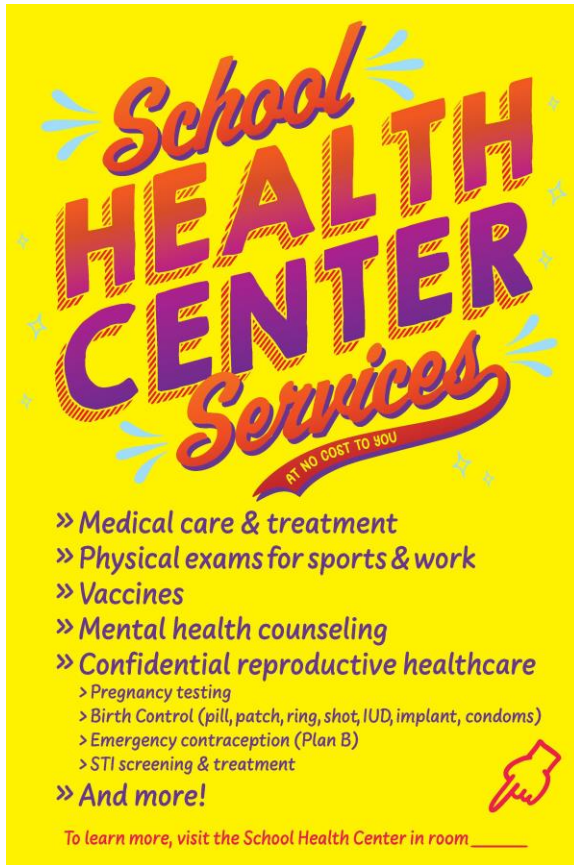
Thank you in advance for your help and support. Feel free to come visit our health center in Room 203 to learn how to make referrals to services and to meet the SBHC staff at your convenience.

Sincerely,
The School Based Health Center

What strategies do you use to collaborate with your schools?

Student Engagement

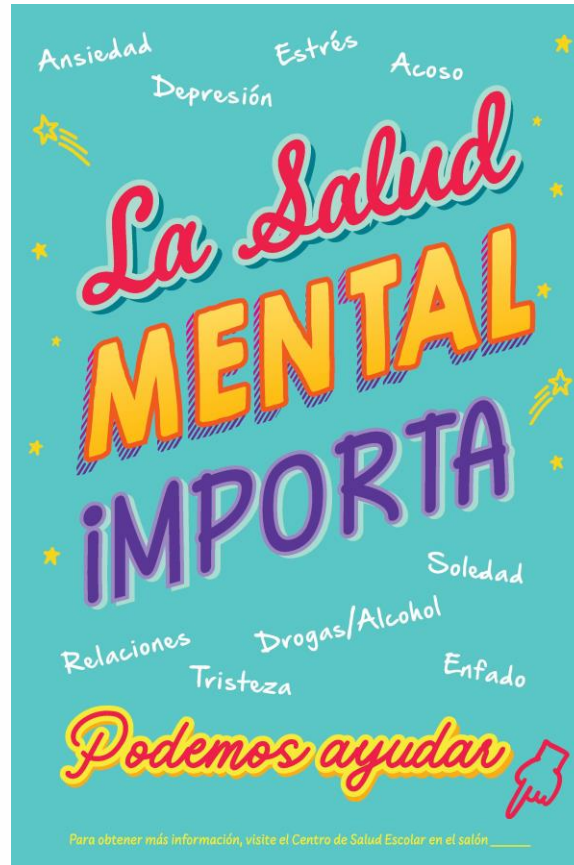
School Health Center Posters



School HEALTH CENTER Services
AT NO COST TO YOU

- » Medical care & treatment
- » Physical exams for sports & work
- » Vaccines
- » Mental health counseling
- » Confidential reproductive healthcare
 - > Pregnancy testing
 - > Birth Control (pill, patch, ring, shot, IUD, implant, condoms)
 - > Emergency contraception (Plan B)
 - > STI screening & treatment
- » And more!

To learn more, visit the School Health Center in room _____



Ansiedad Estrés Acoso
Depresión

La Salud MENTAL IMPORTA

Relaciones Tristeza Drogas/Alcohol Soledad Enfado

Podemos ayudar

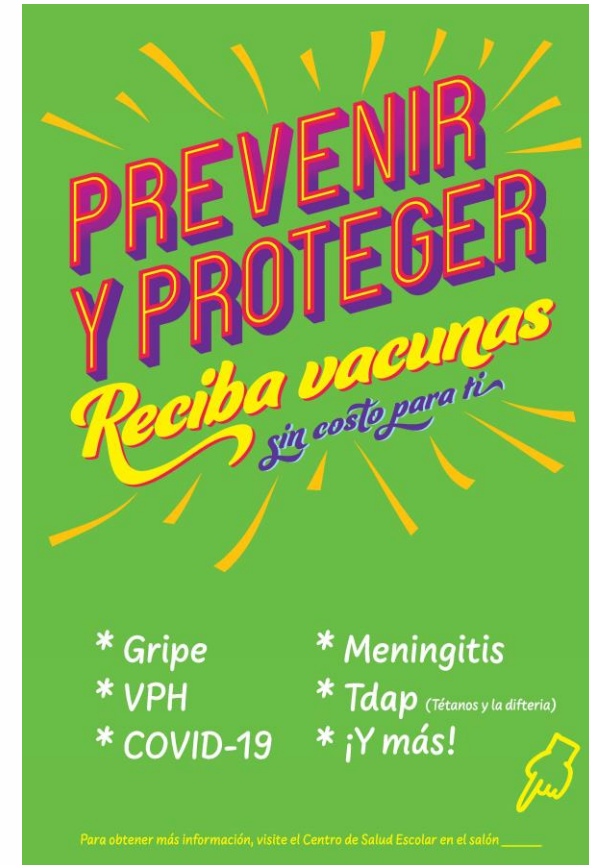
Para obtener más información, visite el Centro de Salud Escolar en el salón _____



We're here FOR YOU
Safe & supportive services for **LGBTQIA+ students**

- » Medical care & treatment
- » Physical exams for sports & work
- » Mental health counseling
- » Sexual health care
- » Vaccines
- » Referrals for additional services

To learn more, visit the School Health Center in room _____



PREVENIR Y PROTEGER
Reciba vacunas sin costo para ti

- * Gripe
- * VPH
- * COVID-19
- * Meningitis
- * Tdap (Tétanos y la difteria)
- * ¡Y más!

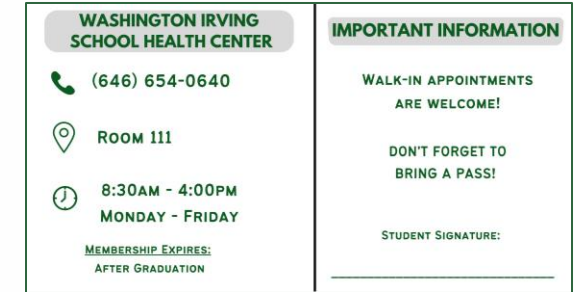
Para obtener más información, visite el Centro de Salud Escolar en el salón _____

SBHC Membership Cards

SBHC Membership Cards help ensure students know what services they can access and make sure students feel connected to their SBHC.

Distribute membership cards when students return their consent form to the SBHC.

Give membership cards to students who are already enrolled during scheduled appointments.



SBHC Student Bookmarks

Office of School Health provides the SBHC Student bookmark to distribute during student outreach events.

SBHC Student Bookmarks include:

- List of SBHC Services
- SBHC Hours and Location
- SBHC Phone Number
- QR code for appointments (where available)



SBHC Engagement Chats

SBHC Engagement Chat for Students

Materials	Pre-Planning
<ul style="list-style-type: none">• Consent Forms• SBHC Services Flyer (Parents)• SBHC Interest Form (Students)• Incentives (if available)• List of Unenrolled Students	<ul style="list-style-type: none">• Obtain Roster & Identify Unenrolled• Prep Consent Forms with Students' Names• Prep Adult Student Consents for 18+• Make Follow-Up Plan to Collect Completed Consent Forms

1) Introduce Yourself

- **Introduce yourselves and that you work at the SPONSOR Health Center**
 - *And we're here to make sure all students know about the health services you have in your school building.*

Note: While you conduct your presentation, ask the teacher to distribute the labeled consent forms.

2) SBHC Basics (e.g., location, hours, staff)

- **Student Participation:** *Raise your hand if you knew that there is a Montefiore Health Center right here in your school building? Does anyone know where it is located?*
- **Describe an SBHC**
 - *SPONSOR operates a school health center right here in the building. It is similar to a doctor's office or community clinic, but it provides free healthcare services to students during the school day.*
- **Location:** In Room [redacted]
- **Hours of Operation:** Open daily 8:00am to 4:00pm
- **SBHC staff names and roles**

3) SBHC Services

- **Student Participation:** *Does anyone know what kind of services they have at the school health center?*
- **Explain all services provided**
 - **Medical:** Check-ups and physicals (including for sports & working papers), vaccines, care for chronic illnesses (diabetes, asthma, etc.), sick visits, first aid, and confidential reproductive and sexual health services.
 - **Reproductive & Sexual Health Services:** all services are completely confidential, including from your parent/guardian; includes a wide range of birth control methods (pills, patch, ring, IUD, implant, emergency contraception/Plan B), testing for sexually transmitted infections, condoms, pregnancy testing, and health education.
 - **Mental Health Care:** Counseling services for any student who is sad, stressed, anxious, having issues at home or at school, or just needs someone to talk to.
 - **Dental Care (IF APPLICABLE):** teeth cleaning, dental x-rays, sealants and restorative care.


Engagement Chats are short presentations (10-15 min) used to educate middle or high school students about the services available in the SBHC and encourage them to enroll and schedule an appointment.

The Engagement Chat Script covers:

- SBHC Basics (location, hours, staff)
- SBHC Services
- Consent Forms
- Accessing Services at the SBHC

Appointment Request Forms

Appointment Request



Name: _____
Date of Birth: ____ / ____ / ____
OSIS#: _____
Your Cell Phone#: _____
Your Email: _____

I want an appointment at the health center for:

Physical/Check-Up Mental Health Counseling

Vaccines Sexual & Reproductive Health Services
(Condoms, Pregnancy Testing, Birth Control, STI Testing, Plan B)

Medications Other: _____

Our School Health Center will call/text to schedule your appointment!

I **DO NOT** want an appointment at the health center at the moment

You can go to the health center at any time to schedule an appointment or be seen for medical and/or mental health.

For Office Use Only

Not Enrolled Date Entered: _____
 Enrolled Appt Scheduled: _____

Rev: 01/2024

Appointment Request Forms can be given out to students during outreach events so they can request an appointment at the SBHC.

We ask all students to fill these out during engagement chats, indicating if they want an appointment, what services they need, and a confidential phone number.

Prepare for Engagement Chats

Coordinate with School Administration

- Contact the Principal or AP to schedule presentations during non-core classes (Advisory, PE, townhall, etc.).
- Request class schedules to create presentation schedule.

Create Outreach Plan

- Determine which SBHC staff will facilitate the presentations.
- Assign specific SBHC staff members to follow up with students requesting appts and collect returned consent forms after the presentations.

Prepare Outreach Materials

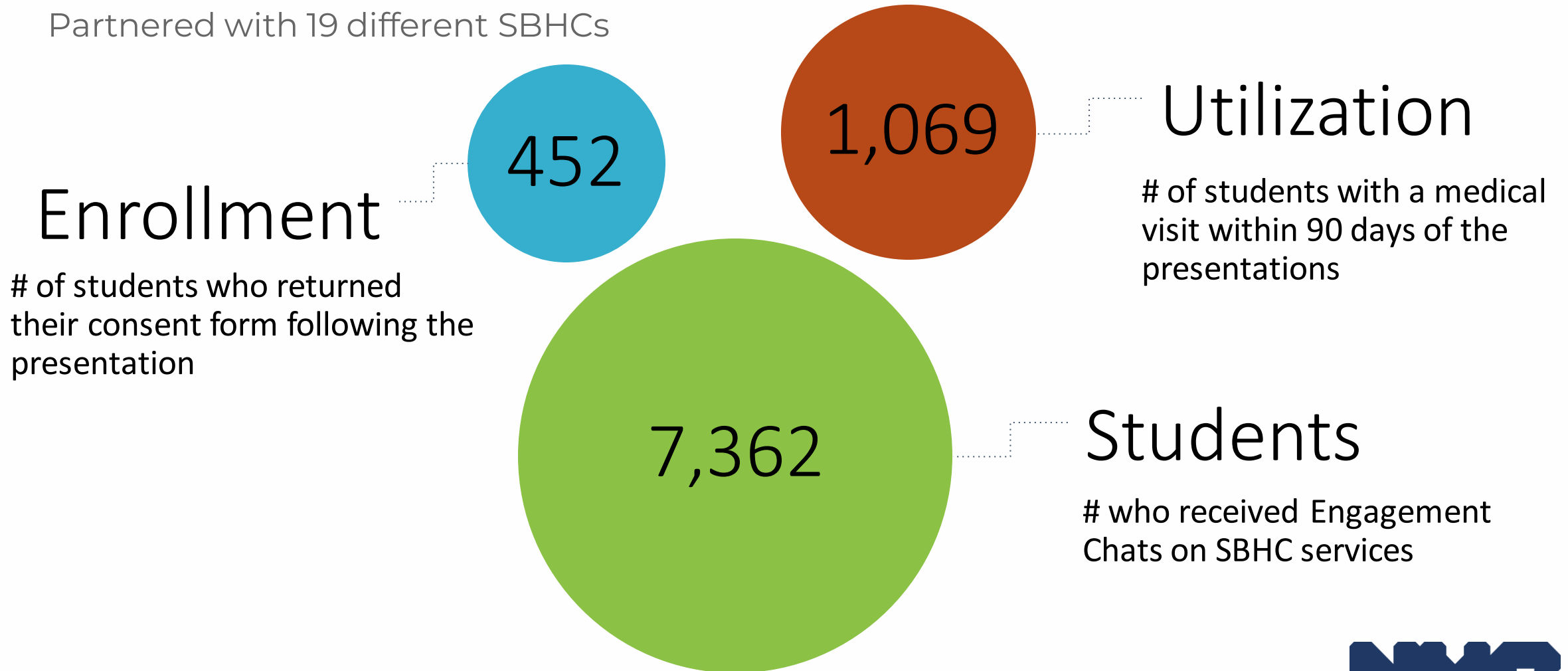
- Print extra copies of consent forms in all available languages.
- Print outreach materials including Appointment Request Forms and Bookmarks.
- If possible, obtain incentives to give out to students who participate or answer questions (pens, water bottles, etc.).

Plan for Presentation Follow-Up

- Front Desk staff should follow-up with students requesting medical appointments (prioritizing sexual health visits).
- Mental Health Provider should follow-up with students requesting mental health services.
- Consents should be collected weekly from school.

Engagement Chats SY 2022-2023

Partnered with 19 different SBHCs

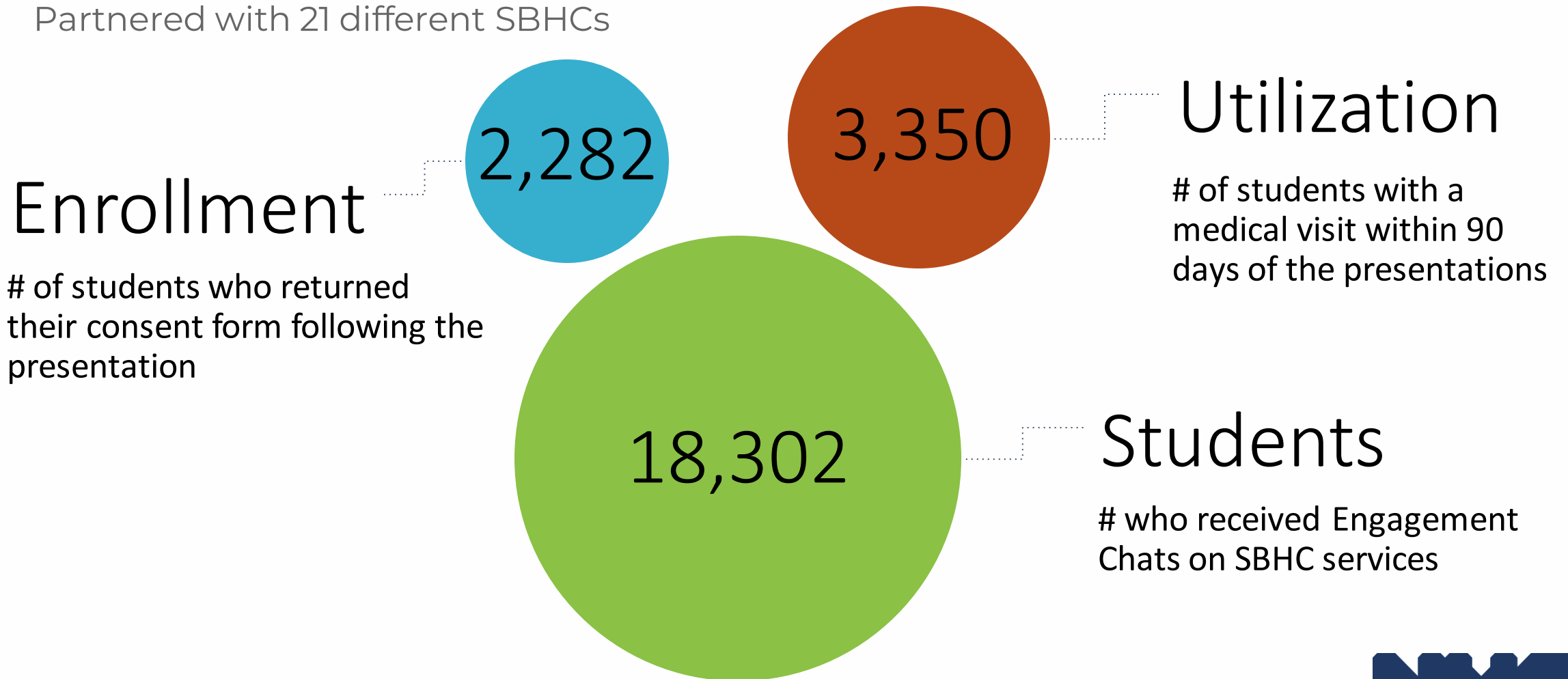


Evaluation of Strategies, SY 2022-2023

- At sites where we used Appointment Request Forms:
 - **20%** of unenrolled students returned an SBHC consent form
 - **12%** became new medical patients; **3%** became new mental health patients
 - **24%** had a medical visit at the SBHC within 90 days
- At sites where we did not use Appointment Request Forms:
 - **6%** of unenrolled students returned an SBHC consent form
 - **3%** became new medical patients; **0.3%** became new mental health patients
 - **13%** had a medical visit at the SBHC within 90 days

Engagement Chats SY 2023-2024

Partnered with 21 different SBHCs



What strategies do you use to engage students in your school?

Targeted Outreach & Recall

Data Resources for NYC SBHCs

- Online School Clinic Data Repository (OSCR) is used to document SBHC consent forms, encounters, and key quality indicators
- Vaccine compliance information is shared between public schools and the local immunization information system
- Some of this information can be pulled from your EHR if you do not have a similar data system for SBHCs

*What tools do you use to
prioritize and recall patients?*

SBHC Patient Priority List

Category:		Definitions:
1 - BCM Refill	24	<ul style="list-style-type: none"> • Patients who are sexually active (SAEver = Yes) • Had a Medical visit this School Year • Received BCM (OCP/Depo/Patch/Ring/Implant/IUD) from SBHC this School Year • Patient is Overdue or coming-due for refill within 1 month
2 - Vaccines Due (Excludable / Provisionally Admitted)	130	<ul style="list-style-type: none"> • Any student on campus (Consented or Not Consented) currently due for DOE required vaccines in CIR • DOE immunization status is either "Excludable" or "Provisionally Admitted"
3 - SA Recall	34	<ul style="list-style-type: none"> • Patients who are sexually active (SAEver = Yes) • They have NO Medical nor Health Education visit this School Year
4 - CPE Due	7	<ul style="list-style-type: none"> • Patients had a CPE completed previously by the SBHC provider • Most recent CPE by any source is more than 365 days ago • Patient has NO Medical visit this School Year
5 - Asthma Recall	7	<ul style="list-style-type: none"> • Patients ever diagnosed with asthma • Patient has NO Medical visit this School Year
6 - Consented No Visit	313	<ul style="list-style-type: none"> • Consented students • Patient has never been called down for a Medical or Health Education Visit

Overview | 1-BcmRefill | 2-ExclProv | 3-SARecall | 4-CPEDue | 5-AsthmaRecall | 6-ConsentNoVisit | +

OSH Patient Priority List is used to help identify groups of students who can be called in for visits.

The SBHC team creates a plan and workflow to reach out to the students on the list and schedule them for an appointment.

Contraceptive Refills - Example

Group	Name	DOB	Gender	Grade	Med Visit This SY?	Last Medical Visit	Most Recent BCM Disp (This SY)	BCM Refill Due-Date	BCM Refill Need	CIR All Vaccines Dues Now
1:BcmRefill			F	12	Yes		Depo: 1 cycle(s) disp on 02/01/2024	05/01/2024	Out Of Date	HepB (2024-02-29);Varicella (2024-02-29);
1:BcmRefill			F	12	Yes		OCP: 1 cycle(s) disp on 03/28/2024	04/25/2024	Out Of Date	
1:BcmRefill			F	11	Yes		OCP: 3 cycle(s) disp on 01/16/2024	04/09/2024	Out Of Date	MenACWY (2023-08-03);
1:BcmRefill			F	12	Yes		Depo: 1 cycle(s) disp on 01/08/2024	04/07/2024	Out Of Date	
1:BcmRefill			F	11	Yes		Depo: 1 cycle(s) disp on 01/03/2024	04/02/2024	Out Of Date	IPV (2022-09-07);MenACWY (2023-09-27);
1:BcmRefill			F	11	Yes		Nuvaring: 1 cycle(s) disp on 03/04/2024	04/01/2024	Out Of Date	HepA (2007-05-07);
1:BcmRefill			F	12	Yes		Patch: 1 cycle(s) disp on 02/26/2024	03/25/2024	Out Of Date	
1:BcmRefill			F	12	Yes		Depo: 1 cycle(s) disp on 12/12/2023	03/11/2024	Out Of Date	
1:BcmRefill			F	10	Yes		Depo: 1 cycle(s) disp on 12/12/2023	03/11/2024	Out Of Date	
1:BcmRefill			F	11	Yes		OCP: 1 cycle(s) disp on 02/08/2024	03/07/2024	Out Of Date	HepB (2024-03-07);Hpv (2023-11-16);MMR (2024-03-07)
1:BcmRefill			F	11	Yes		Depo: 1 cycle(s) disp on 12/06/2023	03/05/2024	Out Of Date	Hpv (2018-01-20);MenACWY (2023-01-20)
1:BcmRefill			F	12	Yes		Depo: 1 cycle(s) disp on 10/30/2023	01/28/2024	Out Of Date	HepA (2023-10-20);
1:BcmRefill			F	09	Yes		Depo: 1 cycle(s) disp on 02/12/2024	05/12/2024	Due within a Month	
1:BcmRefill			F	11	Yes		Depo: 1 cycle(s) disp on 02/14/2024	05/14/2024	Due within a Month	

School-Required Vaccines - Example

Group	Name	DOB	Gender	Grade	Med Visit This SY?	Last Medical Visit	PG Name	PG Primary Language	PG Phone	DOE Immunization Status	CIR All Vaccines Dues Now
2:VaccDue			F	09	Yes			Spanish		Excludable	HepA (2024-04-25);IPV (2024-04-25);
2:VaccDue			M	09				English		Excludable	HepA (2009-12-26);Hpv (2019-12-26);IPV (2012-12-26);MenACWY (2019-12-26);Tdap (2019-04-06);
2:VaccDue			M	11	Yes			English		Excludable	Hpv (2017-12-19);MenACWY (2022-12-19);Tdap (2017-12-19);
2:VaccDue			M	10				Bengali		Excludable	Hpv (2017-10-29);Varicella (2024-04-18);
2:VaccDue			M	09	Yes			Bengali		Excludable	HepA (2008-03-14);HepB (2024-04-22);Hpv (2018-03-14);IPV (2024-04-22);MMR (2024-04-22);Tdap (2024-04-22);Varicella (2024-04-22);
2:VaccDue			M	09	Yes			Spanish		Excludable	HepB (2024-04-24);Hpv (2018-04-09);
2:VaccDue			M	12				English		Excludable	Hpv (2017-10-17);MenACWY (2022-10-17);
2:VaccDue			F	11	Yes			Spanish		Excludable	IPV (2024-03-04);Varicella (2024-03-04);
2:VaccDue			M	09	Yes			Spanish		Excludable	HepB (2024-04-23);
2:VaccDue			F	10	Yes			Spanish		Excludable	HepB (2024-04-12);
2:VaccDue			M	09	Yes			Spanish		Excludable	HepB (2024-03-18);MenACWY (2024-02-15);
2:VaccDue			M	10	Yes			Spanish		Excludable	Tdap (2024-04-16);
2:VaccDue			M	09	Yes			Spanish		Excludable	IPV (2024-04-12);Tdap (2024-04-12);
2:VaccDue			M	11	Yes			Spanish		Excludable	HepA (2008-06-27);Hpv (2018-06-27);MenACWY (2023-06-27);Varicella (2023-03-09);
2:VaccDue			M	10				English		Excludable	HepA (2007-12-19);HepB (2007-08-17);Hpv (2017-12-19);IPV (2010-12-19);MenACWY (2022-12-19);MMR (2007-12-19);Tdap (2013-12-19);Varicella (2007-12-19);
2:VaccDue			F	10				Spanish		Excludable	HepA (2009-12-26);Hpv (2019-12-26);Varicella (2024-04-03);
2:VaccDue			F	12				English		Excludable	Hpv (2019-05-20);MenACWY (2023-07-15);

Steps for Implementation

1. Identifying Priorities

- Examples Priorities (vaccines, CPE, asthma recall, contraceptive follow-up)
- Determine how the report will be utilized

2. Meeting with IT/EHR Administrator

- Discussing the data available in EHR
- Identify information required for the report

3. Piloting a Report

- Planning the pilot report
- Review Feedback

4. Implementation of a New Priority Report

- Discussing the implementation plan
- Staff training

Recall Best Practices & Strategies

NOTIFY Students of
Appointments Ahead of Time

Appointment
Slips

Text
Message
Reminders

Patient
Portal

REMIND Students of
Appointments Day Of

Notify Main
Office

Automated
Attendance
Alert

Call/Text
Reminder

RECALL Students
Who No Show

Call
Classroom
Extension

Call Main
Office

Reschedule
for Next
School Day

What strategies do you use to recall and remind patients of appointments?

What Next?

Talk to Your Neighbor!

- What is one new strategy you learned about today that you might want to try? Consider strategies for school collaboration, student engagement, and targeted outreach.
- How would you implement this strategy in your SBHC? What challenges do you think you might face? What resources or support would you need?

Q & A